

# RESOURCE GUIDE



Office of  
Mental Health



## Erie County

This resource guide includes information about where you can find help in your local community. All the programs and services listed below allow you to self-refer and some may offer walk-in appointments.

### Crisis Services & Support

#### ECMC CPEP

Provides 24/7 emergency psychiatric services to people of all ages in urgent need of psychiatric evaluation. Enter via the hospital emergency room.  
462 Grider St, Buffalo, NY 14215  
716-898-3465

#### Spectrum CARES

Supports individuals & families experiencing a crisis in the home/community. Provides brief counseling/support.  
716-882-4357

#### ECMC Adult & Family Clinic (Help-Center)

Immediate mental health counseling support to those who do not need inpatient care. (walk in, no apt needed)  
462 Grider St, Buffalo NY 14215  
716-898-1594  
Hours 7days/week 8:00am-12:00am—best to call first.

#### 988 Suicide & Crisis Lifeline

Call 988/Text 988  
Chat: [chat.988lifeline.org](https://www.988lifeline.org)

#### WNY Law Enforcement Helpline

Support to law enforcement members and their families  
716-858-2677  
Call 24/7 for support and intake forms  
[www.wnylawenforcementhelpline.org](https://www.wnylawenforcementhelpline.org)

#### Veterans Crisis Hotline

Confidential support for veterans.  
Call 988, and choose option “1” for veterans.  
Text: 838255 or chat online  
[www.veteranscrisisline.net/get-help-now/chat/](https://www.veteranscrisisline.net/get-help-now/chat/)

#### Erie County Crisis Services:

Call 24/7 716-834-3131  
Crisis Chat: Mon-Fri 3pm-11pm, [crisisservices.org/chat/](https://crisisservices.org/chat/)

### Mental Health Treatment & Rehabilitation

#### Bestself Behavioral Health

716-884-0888 \*New patients please use this number to schedule an intake at a location convenient to you.  
Clinics: Buffalo, Amherst, Orchard Park (several in each)

#### Endeavor Health Services:

716-895-6701 \*New patients please call this number to schedule intake at a location convenient to you.  
\*call for locations/hours or visit [www.ehsny.org/locations/](https://www.ehsny.org/locations/)

#### Spectrum Health and Human Services:

716-539-5500 \* New patients please call this number to schedule at a time convenient to you.  
You can also book online: [shswny.org/appointment/](https://shswny.org/appointment/)  
Clinics: Buffalo and south-towns locations.

#### Horizons Health Services

716-831-1800 \* Please call this number to schedule an apt/intake based on location convenient to you. Hours: Monday-Thursday 8am-6pm; Friday 8am-4pm

#### ECMC Outpatient Clinic

Mental health/substance use counseling & medication management.  
1285 Main St, Buffalo, NY  
716-883-4517  
2005 Sheridan Dr, Tonawanda, NY  
716-874-5536  
\*no appointment necessary

#### Neighborhood Health Center

Behavioral health/psychiatry as well as PCP services.  
Call your location to schedule apt and for hours.  
Blasdell(4233 lake Ave) 716-332-3070  
Bridgeview (1050 Niagara St, Buffalo) 716-439-2000  
Mattina (300 Niagara St, Buffalo) 716-242-8600  
Northwest (155 Lawen Ave, Buffalo) 716-875-2904  
Southtowns (151 Elmview Ave, Hamburg) 716-648-4345

## Peer Support Services

### Recover Options Made Easy-ROME

Provides peer services, short term & intensive crisis respite, peer run/staffed residences, & supportive housing.  
716-531-5508 or 1-800-421-1114 dial 0  
Visit <https://recoveryoptionsny.org/contact/>  
Or email [info@recoveryoptionsny.org](mailto:info@recoveryoptionsny.org) for more information.  
Please call to learn more and to be directed to the appropriate program based on your individual needs.

### Mental Health Advocates of WNY

Provides supportive services to families/individuals including peer services, skills training, a wide range of advocacy services, and more.  
716-886-1242 (Buffalo office)  
Hours: Monday-Friday, 8:30am -4:30pm \*No Walk-ins Visit website for groups schedule [mhawny.org](http://mhawny.org)

### Restoration Society

Peer mentor program, empowerment academy, employment help, ect.  
327 Elm St., Buffalo, NY 14203  
716-884-5216  
Hours: vary by program, please call for hours

### WNY Independent Living - Peer Connections

Various peer support services.  
3108 Main St, Buffalo, NY 14214  
716-836-0822  
Monday-Friday 8:45 am-4:45 pm.

## Addiction or Substance Use Treatment and Support

### Beacon Center

SUD treatment for adults/children. (MAT included)  
716-831-1937  
\*Call for locations /hours nearest you and to schedule apt.

### ECMC Withdrawal & Stabilization Program

Substance use counseling, evaluation and MAT.  
462 Grider St, Buffalo, NY 14215  
716-898-3471

### Pathways Methadone Clinic

158 Holden St, Buffalo, NY 14214  
716-862-1330  
Hours: Monday-Sunday 6am-1pm

### OASAS 24-Hour Hopeline

24/7 helpline for substance use and gambling concerns.  
1-877-846-7369 or text 467369

### Endeavor Health Services

Mental health and substance use (MAT) services.  
463 William St, Buffalo, NY 14204 & 1526 Walden Avenue, Suite 400—Cheektowaga, NY 14225  
716-895-6701(intake line) call to make an appt.

### Alba De Vida

Outpatient substance use treatment and MAT services  
254 Virginia Street, Buffalo, NY 14201  
716-768-4040

### Never Use Alone

Operators with lived experience remain with the caller while using and oversee that the person uses safely.  
877-696-1996 Call 24/7/365  
**Naloxone NOW:** Text "NARCAN" to 21000 for delivery.

**AA** (Buffalo Office) 716-853-0388; [www.buffaloaany.org](http://www.buffaloaany.org)  
**NA:** (Buffalo area) 716-878-2316

## Other Services

### Erie County Department of Social Services

Edward A Rath County Office Building  
DSS-SNAP, Medicaid, Temporary Assistance, HEAP  
158 Pearl St, Buffalo, NY 14202  
716-858-8000  
Monday-Friday, 8 am – 4 pm

### Health Homes of Upstate New York (HHUNY)

Care management services for Medicaid recipients.  
1-855-613-7659  
Visit [www.hhuny.org/about/where-we-are/](http://www.hhuny.org/about/where-we-are/)  
Or email [referrals@hhuny.org](mailto:referrals@hhuny.org) or [askhhuny@hhuny.org](mailto:askhhuny@hhuny.org)

### Erie County Single Point of Access (SPOA)

Assists with linking to housing, care management, etc.  
Online referrals only: [eriespoa.my.salesforce-sites.com/spoa/spoa2\\_home](https://eriespoa.my.salesforce.com/spoa/spoa2_home)

### NYS Domestic and Sexual Violence Hotline

Hotline 1-800-942-6906  
Text 1-844-997-2121  
Chat: [opdv.ny.gov](http://opdv.ny.gov)

### USDA National Hunger Hotline

Food assistance for families.  
1-866-348-6479/English Or 1-877-842-6273/Spanish  
Hours: Monday-Friday 7am-10pm

### Medicaid Transportation MAS

Provide transportation to Medicaid recipients for medical appointments/non emergency medical transportation.  
1-866-753-4543 press 9  
Hours: Monday-Sunday 7am-7pm

To find more mental health programs and services visit our website at [www.omh.ny.gov](http://www.omh.ny.gov)



BeWell.ny.gov



Get Connected. Get Help.™